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The Airtimes is a quarterly newsletter for sharing updates with our partners, neighbors and stakeholders.

Our mission: To provide for the movement of people and goods, and the delivery of state services.

Korean Air Excellence in Flight

The Korean travel market is growing rapidly and now Korean Air flies from more cities in North America to Asia than any other airline. Anchorage is a gateway city and Korean Air is one of the Airport's largest customers. In addition to cargo, Korean Air resumed seasonal passenger service this summer from Seoul to Anchorage with three flights a week on Tuesdays, Thursdays and Sundays. Passengers can enjoy the comfort of an A330 airplane (296 seats) on these non-stop flights to Seoul with convenient connections to all of Asia and beyond.



*Dae-Chul Lee
Anchorage Regional Manager, Korean Air*

According to Dae-Chul Lee, Regional Manager for Korean Air in Anchorage, "This is the 3rd year that Korean Air has offered summer charter flights. With good results, I am optimistic that seasonal charter flights will continue. Summer travel is common among Koreans, which is different from most Alaskans who prefer to stay home in the summer and travel in the winter. About 20-25% of the charter flights consist of local traffic." To help promote travel and the Alaska market, Korean Air is spending \$32 million this year on an advertising campaign featuring breathtaking photos of Alaska. Next year's budget is \$64 million.

Additionally, the Alaska Explorer Visa Program has simplified the process for Koreans to visit Alaska. "It used to take up to three months to obtain a visa. Now that process has been made easier and quicker, taking only one month," said Mr. Lee. "But the goal is for a complete visa waiver. Visas are not required for Koreans to travel to Canada or Guam – in fact, no visas are needed in all G8 countries except the U.S." With increased travel to Alaska and Seoul's position as a convenient hub, year-round service could become permanent.

Korean Air's first flight to Anchorage was in 1971 with cargo service routed from Seoul to Paris, via Anchorage. Passenger service from Korea to Anchorage was pioneered 14 years later. Congratulations and thank you to Korean Air for 35 years of service in Anchorage.

Director's Corner:

There is always a flurry of activity during the summer months in Alaska and that is especially true at Ted Stevens Anchorage International Airport. More than 5 million passengers pass through the Airport annually and about half that number travel between May and September.

With construction in full swing, one of the more noticeable development projects is the new Anchorage Rental Car Facility. This new quick turn-around garage should be completed by next year with efficiencies for the rental car companies and convenience for the customer.

Private investment has reached an all-time pace, particularly on the cargo side. Cargo traffic, to satisfy the burgeoning transpacific trade routes, continues to drive new construction. Federal Express and UPS are in the midst of substantial projects to add aprons, maintenance and sort facilities, including preparations for the arrival of the A380 freighter aircraft into their fleet. Anchorage Global Logistics Airpark Development, Inc., a service company, has leased property to construct a new cargo fueling and transfer facility with nine wide-body parking aprons. Another sponsor of new construction, Northwest Air Cargo, leasing facilities from Alaska CargoPort LLC, is now able to transfer cargo at ANC between foreign and domestic carriers. This new authority was recently granted and assists carriers in more efficient operations.

Korean Air Cargo, Transmile and China Airlines are also among Northwest's partners in this groundbreaking operation.

Behind the scenes, the Airport is working on numerous airfield improvements including upgrading taxiways, resurfacing aircraft parking surfaces, and building three remote wide-body fueling aprons to serve our 33 cargo carriers and 15 passenger carriers.



This is the fastest growing cargo airport in the United States. We've been ranked #1 in the U.S. for landed cargo weight and #3 in the world for cargo throughput. These are exciting and busy times at the Airport, and between private development and airport upgrades, we're paving our way for future growth.

A stylized handwritten signature of Morton V. Plumb Jr.

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Customer Service *All-Star* Awards ★★★★★

The Customer Service Partnership is preparing for the 2nd Annual Customer Service All-Star Awards to be held September 21, 2006, from 2:00pm to 4:00pm, in the Main Hall of the South Terminal. A major aspect of this partnership is the Mystery Shopper Program, which has proven to be a success due to participation from airlines, concessionaires, the Anchorage Convention and Visitors Bureau, and other Airport businesses. A big welcome to new airport business partners Mary Gasperlin with Northwest Airlines and Carrier Guedea with United Airlines.

If your business is interested in joining the team of 16 businesses as a participant in the Partnership for 2006-2007, or to provide prizes for the upcoming annual awards presentation, please contact Committee Chair Kate Marang, at 227-7868 kmarang@anchorage.net, Jennifer Duncan at 277-1708 Jennifer.M.Duncan@erac.com, or Sherri Fessenden at 243-4331 Sherri.Fessenden@hmshost.com.

Since its inception in October 2004, the Customer Service Partnership has awarded over 50 sales associates and businesses for outstanding customer service. Mystery shoppers evaluate sales associates on friendliness, product knowledge, customer interaction, accuracy of transactions, and aspects of appearance, which includes neatness of

uniforms and name tag visibility. Monthly winners receive front row parking, cash and certificates. They are also eligible to enter a drawing to win round-trip airfare tickets at the Annual Awards event.

The following employees and businesses were recognized for exemplary service in May 2006:

- **Ryan Joens** – HMS Host, *Legends Bar*
- **Mingwei Yang** – HMS Host, *Food Court*
- **Ameila Reich** – *Enterprise Rent-A-Car*
- **Joe Herrera** – *Republic Parking*



Meet

Lt. Mike McGinnis: Airport Police & Fire



On Saturday, June 3, 2006, Ted Stevens Anchorage International Airport held a full-scale Disaster Exercise as the last phase of a comprehensive and progressive exercise program. Hundreds of volunteers from the airlines, AFD, Kulis ANG Fire Dept., MOA, Alaska State Troopers, TSA and local hospitals, participated in the day-long exercise that simulated a collision between two jets, resulting in many victims. Although the actual exercise only lasted one day, it took close to a full year to prepare. Tasked with coordinating this exercise was Lt. Mike McGinnis, a 25-year veteran with the ANC Police & Fire Department. Lt. McGinnis said, "I'm not sure if everyone is aware of the amount of work that goes into a disaster exercise, but it requires a lot of coordination and planning to bring everything together. The exercise was a success. It did what it was supposed to do – let the Airport know where improvements are needed in our emergency response and disaster management."

Lt. McGinnis has played an important part in the development and improvement of the training programs at the Airport Police & Fire Department. He is the founding author of the Airport Fire Fighting Training manual, which he has taught for the last 10 years. His latest goal is to have this program certified through the state of Alaska. Lt. McGinnis is the senior person in the department, and continues to share his experience and knowledge with others. Lt. McGinnis was previously the Department Training Officer before being promoted to Sergeant and Lieutenant rank. He has participated in the field training program, Fire Fighter One program, Aircraft Rescue and Fire Fighting Program, and the new hire process.

After Lt. McGinnis graduated from college, he was heavily recruited by Dallas-Ft. Worth International Airport, Department of Public Safety. He dismissed the offer thinking that he didn't want to work at an airport

and wasn't sure he would be interested in firefighting. After returning to Anchorage, his first job offer came from Anchorage Airport Police & Fire. Lt. McGinnis recalls, "I took the job thinking that I would get a few years of experience and then move on to a full-time police department. Little did I know that I would still be at the Airport 25 years later, and that firefighting would prove to be as rewarding as law enforcement."

ANC Police & Fire Chief Lauri Burkmire says "Lt. McGinnis is the ultimate go-to person. He can be counted on to assist with any task at hand, whether it will take five minutes, or in the case of the Disaster Exercise, one year of preparation."

When asked what he likes best about working at the Airport, Lt. McGinnis says, "The people! Not just my co-workers but all of the traveling public we serve." And what is the secret to career longevity? "First, I wanted a job where I could be passionate about the work. Second, I was looking for a place that had a sense of community spirit — ANC has been the place."

Lt. McGinnis graduated from Bartlett High School (Anchorage) in 1975. In 1980, he earned a BA in Criminal Justice from St. Mary's University in San Antonio, TX. He and wife Krystal have two sons, Logan (13) and Trevor (8).

Airlights

Arrival & Departure Information

Check out the new airport website at www.anchorageairport.com. There is all sorts of useful information to be found there, especially the up-to-the-minute departure and arrival times for all airlines (within 6 hours). Also, wireless is free at our airport.

First Class Seats

Now everyone traveling can enjoy a first class seat even in the terminal. These comfortable chairs are located in both the North and South Terminals.

New OKIA Mailing Service

OKIA will mail back any items that TSA prohibits such as pocket knives, etc. What convenience!

North Terminal/South Terminal Shuttle Service

If you are departing Anchorage on America West/US Airways, Delta Airlines or Sun Country, don't forget that these airlines are located in the North Terminal with all of the international carriers. If you have checked in early for your flight and have spare time, there is a shuttle between the international and domestic terminals that departs every 15 minutes. With a boarding pass you can access all concessions located in the South Terminal.



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What's New at ANC: Aquatic Plant Harvester



The water quality in Lake Hood and Lake Spenard are continually improving since the implementation of the Airport's Water Body Recovery Plan in 2001. As a result of the water quality improvement, there has been an increase in aquatic vegetation, which may interfere with floatplane operations. This has necessitated the purchase of an Aquatic Plant Harvester to control the vegetation.

The harvester has been selected as the primary method of controlling vegetation, in the open water because it achieves the desired goal of reducing vegetation, while protecting the shoreline from erosion. This barge-mounted machine is designed to cut and collect aquatic vegetation up to six feet deep.

With over 500 floatplane slips located on Lake Hood and Lake Spenard, the importance of maintaining operations is essential to the livelihood of Alaskan pilots. According to Airport Director, Morton V. Plumb Jr., "This is the busiest floatplane base in the world and it's the Airport's goal to be the best and safest base possible. The new harvester will continue to address the needs of these pilots."